

1. How do I install from the floppy disks?

The first batch of floppy disks was not set up properly, but the disks can still be used. Copy the files from the disks to a single directory on your hard drive—you should leave them in the folders labeled Disk1, Disk2, etc. Next, double-click the setup.exe icon in the folder labeled Disk1. The set up program should then run smoothly. A new set of disks without this problem is now available.

2. I cannot run the program. I always get this message: “Can’t find MSO97RT.dll. You can’t use the runtime command line switch unless you have installed MS Office Access 97 Developer Edition.” What should I do?

To fix this error, open the Windows explorer by right-clicking the start button and then selecting ‘Explore.’ Find the folder named ‘Programs’ (not ‘Program Files’); in Windows 98 the full path is C:\WINDOWS\Start Menu\Programs. Double-click on the ‘Programs’ folder and then double-click on the folder named ‘RW CAREWare.’ Next, right-click on the shortcut named ‘Run RW CAREWare’ and select ‘Properties.’ Find the ‘Target’ box, which should be on the second tab. In that box, find the section of text that reads ‘/runtime ’ and delete that section of text. Click ‘Apply’ and then ‘OK’ and then close the explorer.

3. When I try to run the application, I am asked for a user name and a password. What are they?

The user name is **cw_temp** and the password is **temp_cw**. Because this password is public, it is highly recommended that you create new users and delete cw_temp (using the User Manager) before entering any sensitive data. Note: you cannot delete cw_temp if you are logged in as cw_temp. After creating another user and adding that user to the Admin Group, close the application and then open it again, logging in as the new user; then you can delete cw_temp.

4. Does the application back up data periodically as a safety precaution?

No, you must back up the data yourself. To do this, periodically copy the file H_S_Data.mdb (or H_G_Data.mdb if you use the Unduplication Module) and keep the copy on a backup disk. If you need to restore the data, reinstall RW CAREWare and then overwrite the installed H_S_Data.mdb (or H_G_Data.mdb) with the backup.

5. After I create a report using the crosstab wizard, how do I print that report?

Use Ctrl + P.

6. How do I install the unduplication module?

Insert the Install CD and exit the set up program. On your desktop, double-click ‘My Computer’ and then right-click the icon that represents your CD-ROM drive (the icon should be a picture of a computer and a box of disks); select ‘Explore.’ Open the folder labeled ‘Undupl~1,’ open the ‘Disks’ folder, then open the folder labeled ‘Disk1.’ Double-click the setup.exe file and follow the instructions.

7. How do I import the Toolbox data into the new system?

A program to convert all your demographic data from Toolbox to RW CAREWare is now available. Click and download this easy to use module from our website. Note as well that the next version of RW CAREWare will allow users to import any data that is first prepared in a specific format.

8. Can I open the export file if I only have the runtime version?

Yes, in then newly available version 1.02 of *RW CAREWare*, you can now view and print all your reports database exports.

9. I don't have Access 97, but I do have Access 2000. Do I need to use the runtime version?

Yes. Access 2000 cannot run *RW CAREWare*. In fact, if Access 2000 is already installed on your computer, you may need to take a few extra steps to successfully install *RW CAREWare*. Before installing *RW CAREWare*, temporarily rename the folder where MSACCESS.EXE is located—probably C:\Program Files\Office—to C:\Program Files\Office2000. Next, install *RW CAREWare*. Finally, rename C:\Program Files\Office2000 back to C:\Program Files\Office (or what it previously was).

10. When do you expect to release the much-touted version 1.1 of *RW CAREWare*?

If all runs smoothly (ha!), we fully expect an updated version of the software to be available in June, 2000. The next version will include new and expanded report and data sorting functions, additional and more advanced custom fields, a general database import module, and the ability to enter unit costs of CARE Act-funded services.